

Speaking as a VRS interpreter it is probably the first service to be made available that truly provides parity to the consumers of the service. The service allows access to areas that previously could not be accessed such as automated voice systems.

I do believe that the cost cannot continue to decrease if the expectation is that the service will increase. With such high expectations and precedents set the funding must be available to continue striving to improve and increase not only the service but the interpreters who provide the service. The pool of interpreters who are able to provide such services are finite and we must allow that not only technology should continue to improve but that the pool of available resources (interpreters) should as well.